



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

**ASSOCIATE INFORMATION SYSTEMS ANALYST (AISA), SPECIALIST
or STAFF INFORMATION SYSTEMS ANALYST (SISA), SPECIALIST**

\$4,316-\$5,247 (AISA) or \$4,732-\$5,754 (SISA)

STATEWIDE NETWORK SUPPORT BUREAU

SACRAMENTO, SAN FRANCISCO, or LOS ANGELES

MULTIPLE POSITIONS – LIMITED TERM (2 YEARS)

RESPONSIBILITIES: Under the general supervision of a Data Processing Manager II, provide statewide telecommunication services and voice network support including configuring, maintaining, and monitoring Internet Protocol (IP) voice systems, maintain security and quality of service related documentation and procedures, and other related duties as required. The technical environment will consist of a statewide IP telephone system with IP phones, softphones, unified messaging, multi-channel integration capabilities, IP conferencing, call accounting system, voice management system, Automated Call Distribution and Interactive Voice Response systems.

DESIRABLE QUALIFICATIONS:

- Ability to communicate effectively.
- Experience with IP Network Components (e.g., Gateways, Routers, Switches, etc.).
- Telephony related software and hardware experience in PBX systems.
- General knowledge of telecommunication industry best practices.
- Knowledge, skills, and abilities to organize work and meet deadlines.
- Willing to work independently and/or as a team member.

WHO MAY APPLY: Applications will be accepted from current State employees at the Staff Information Systems Analyst-Specialist level or the Associate Information Systems Analyst-Specialist level, those within transfer range, or individuals who have list eligibility. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. *All applicants must clearly indicate the basis of their eligibility (i.e., SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the state application.*

APPLICATION PROCEDURE: Send a completed standard State of California application to Bob Pohutsky, Department of Insurance, 300 Capitol Mall, Suite 1400, Sacramento, CA 95814. **Please indicate “Staff Information Systems Analyst, Specialist #XXX-1312-XXX” or “Associate Information Systems Analyst, Specialist #XXX-1470-XXX” and specify your location(s) preference (SACRAMENTO, SAN FRANCISCO, and/or LOS ANGELES) on the State application.** Applications received without the above information may not be considered for review. For additional information, please call Roy G. Simpson at (916) 492-3278.

FINAL FILING DATE: November 28, 2005 or Until Filled

NOTE: Interested Individuals must submit applications in order to be considered for this position.

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

pb11/14/05